

INCLUSION OF VIETNAMESE WITH DISABILITIES

Progress Report # 16 Submitted January 31, 2011

USAID Cooperative Agreement #486-A-00-05-00019-00

Award Recipient: Catholic Relief Services

Reporting Period: October 2010 – December 2010

Section 1 – Program Performance Summary

Both components of the current phase of the Inclusion of Vietnamese with Disabilities (IVWD) project, ITTP and Parent Association empowerment, have progressed substantially during the first quarter of FY 2011. The first quarter of FY 2011 corresponded to the start of the new 2010-2011 school year at Hanoi College of Information Technology (HCIT) and Van Lang University. HCIT continued to offer courses in Software Engineering (SE) and General IT Management (GEIT) while adding training of trainer (TOT) courses for visually impaired (VI) persons and hearing impaired persons (HIP). Van Lang University continues to offer courses in SE, Graphics Design (GD), and Architecture Engineering Design (AED) while adding a similar TOT course for VI persons. **A total of 200 students were enrolled in ITTP courses** in the two schools during the first quarter of FY 2011.

The two ITTP schools continued to focus on supporting students with **job placement** and **soft skills** in addition to technical training. Both schools organized trainings on soft skills, either as integral parts of the curriculum or as stand-alone activities. Van Lang University also engaged with Intel and LogiGear, two leading IT companies, to visit ITTP classes, talk with ITTP students, and explore areas of potential future cooperation.

This first quarter of FY 2011 saw the **establishment and development of 26 new parent associations (PAs)** in Ninh Binh and Quang Nam, and the reinforcement of achievements of previous periods by the 14 existing PAs. Representative Board of Parents Associations (RBPAs) were also established in each new project commune with the members consist of parents of children with disability (CWD), members civil society organizations and community leaders.

A mapping and survey exercise **identified 1505 children suspected of having disability**. Follow-up screening and needs assessments were conducted by teams of doctors and special education specialists to identify the actual number of CWD and their medical, social and educational needs. Parents and care-takers brought 1416 children to the screening and **1138 children were diagnosed with at least one form of disabilities**. The result of the screening and assessment will act as the foundation for the further direct and indirect interventions to CWD in project communes.

CRS organized **awareness raising trainings and trainings on rehabilitation techniques** for physical disabilities and hearing and language disabilities. A total of **506 parents and other RBPA members participated in these trainings** in Quang Nam and Ninh Binh provinces. During the trainings, the participants learned about laws and policies relating to the rights of CWD and PWD, early identification techniques and home-based rehabilitation techniques.

The newly established PAs organized the **awareness raising events** on the occasion of the International Day of People with Disabilities December 3, 2010 attracting a large number of CWD, their parents and other community members.

Section 2 – Key Issue Achievement Narrative

Key Issue: Civil Society and Community Mobilization

Narrative:

Intel Visit to VLU ITTP - As reported earlier Intel team of HR Manager Greg Colton, IT Manager Kay Pham and HR staff Ms Ha visited SE2, GD3 and AED3 classes separately to learn more about ITTP curriculum. Afterward all students gathered in large hall. Greg Colton gave very inspire speech ensured that not only Intel but many other companies will provide equal employment opportunities and accessible work places to ITTP graduates. Students were encouraged to ask many questions. The purpose of the visit to learn more about ITTP so that Intel can plan for future cooperation in internships and employment.

ITTP Students Visit Intel. The purpose of the visit is to encourage students to work harder after seeing in person what a work place is like. Over 85 ITTP students with 15 VLU staff and students visited one of the most friendly and very accessible work place or PWD. A PPP were presented by IT Manager about Intel and IT group in a large dining facility. Questions were raised by students and appropriately answered by Intel staff. Intel current recruiting strategy focus on key national universities graduates with 4 year degrees. Intel will make hiring exception to ITTP graduates because of our high quality standard and work like environment and soft skills training.

There was active participation of civil society and community in every aspect of the parent association component of this project. For example each commune Representative Board of Parents Associations is consisted of 60% to 80% of parents of CWD, but also includes members of communal civil societies including Women's Union, Youth Union, Population-Family-Children Unit, healthcare center, and teachers. Civil societies and community members, including parents or direct caregivers of CWD actively involved in mapping CWD in their villages and communes and mobilizing parents of CWD to attend screening and need assessment. The first monthly meeting of RBPA for introducing the project and planning for quarter activities attracted not only members of RBPA but all the parents of CWD in each communes to the meeting.

Almost 80% of parents with CWD in Que Son and Thang Binh attended training on awareness-raising on disability issues and training on care and rehabilitation for CWD. An advantage of Que Son district was the big number of CWD mobilized to go to local schools from pre-schools up to lower secondary schools. Thus, in every activity, the PMB mobilized the involvement of representatives from local schools with the view for effective partnership between parent associations and school communities in activities for better inclusion of CWD.

Key Issue: Local Institutional Capacity Building

Narrative:

CRS is building capacity of communal PAs to provide needed social services to CWD and their parents and advocate for positive changes in policies and people's attitude toward CWD. This is achieved through a series of trainings and small grant projects that give PAs opportunities to design and implement innovative interventions to remove barriers faced by CWD for educational and social inclusion.

The ITTP schools have partnered with VBA to train their members to become IT trainers. These IT trainers will return to their home provinces and work in VBA's local branch offices to train other VI persons on using computer and accessing the Internet. This project is strengthening the human resources of VBA, and is empowering VBA to achieve its objective of improving the quality of life of VI persons in Vietnam.

Section 3 – Program Achievements in FY 2010

Project activities implemented during the first quarter of FY 2011 are described below grouped by strategic objective:

SO1: Youth with disabilities increase access to employment using ICT.

1. ITTP program collaboration with HCIT in Hanoi:

The first quarter of FY2011 coincided with the start of the new academic school year 2010-2011 and the start of the 5th year of ITTP at HCIT. A total of **91 PWD students were enrolled in ITTP in HCIT** during the first quarter of FY 2011. HCIT successfully recruited 22 PWD students for the Software Engineering (SE) course and 31 students for the General IT Management training course.

In this phase ITTP Hanoi started its cooperation with Vietnam Blind Association (VBA) and Hanoi Deaf Association to open TOT training program for visually impaired people (VI) and hearing impaired people (HIP). An MOU between ITTP and VBA was signed on 26 October 2010 and the first TOT training class was opened on 22 November for 13 VI persons. The TOT training for HIP started one month later, on 14 December, with the participation of 25 HIP students.

In this school year ITTP at both Hanoi and Ho Chi Minh City put more focus on providing its trainees with relevant soft skill for their future career. Soft skills training sessions were integrated in training curriculum for long term training courses of Software Engineer and General IT Management. Special subject soft skill training programs were also organized on weekend for student. A one-day training on discover the potential of PWD was organized on 5th December with the support from Tam Viet Soft Skill Company. 30 ITTP Hanoi students also took part in two weekend training programs (18-19 and 20-21 December) on interview and team-work skills organized by Inclusive Development Action (IDEA), an active DPO in Hanoi.

2. ITTP at Van Lang University – Ho Chi Minh City

A total of **109 PWD students have enrolled in ITTP Ho Chi Minh City** in this quarter, in which 88 are taking long term courses and 10 are enrolled in the basic IT training course for visually impaired people and 11 are participating in the TOT training program for visually impaired persons. Software Engineering, Architect Engineering Design and Graphic Design are main long term training courses in ITTP Ho Chi Minh. In addition, a basic IT training for VI people was open to meet the demand from a group of students which were just graduated from a special secondary school for VI persons.

On October 17, Intel Vietnam's HR, Manager Greg Colton, and IT Manager, Kay Pham, and HR staff Ms. Ha visited ITTP classes in Van Lang University to talk about possible cooperation with the ITTP. Mr. Colton spoke to ITTP students about the equal employment opportunity policy of Intel and encouraged the students apply after graduation. One day after the visit of Intel Vietnam managers to the program on 18 October 2010, a visit trip to Intel Company at Sai Gon High Tech Park was organized for 88



Intel Vietnam managers answering questions from ITTP students

ITTP students at Van Lang University. During the visit, students had a chance to experience professional working environment as well as gain better understanding of requirements for working for Intel through a meeting with Intel's human resource staff.

Top management of LogiGear, a leading software testing company, has also visited ITTP in Van Lang University, and discussed possible areas of cooperation, including supporting SE students to be certified in software testing and providing internships to some ITTP graduates.

Report on the employment status:

Hanoi College of Information Technology

Class	Duration	Grad. Date	# Graduates	# Employed	%
SE1	1 year	5/2008	27	26	96%
SE2	1 year	9/2008	25	25	100%
SE3	1 year	5/2009	25	22	88%
SE4	1 year	7/2010	21	13	62%
GEIT1	1 year	7/2010	26	17	65%
Total			124	103	83%

Van Lang University

Class	Duration	Grad. Date	# Graduates	# Employed	%
SE1	1 year	3/2010	24	23	96%
GD1	6 months	8/2009	22	17	77%
GD2	6 months	12/2009	22	15	68%
AED1	6 months	12/2009	22	19	86%
AED2	6 months	6/2010	20	12	60%
Total			110	86	78%

The table above shows the latest cumulative employment status of ITTP graduates. Of the total 234 ITTP graduates, 189 or 81% have found full-time employment or internship. One class, SE2 of HCIT, has achieved 100% employment rate. CRS notes that employment rates are higher for students who have graduated for a longer time than those who have recently graduated and may still be looking for jobs, and that employment for year-long Software Engineering graduates is higher than those from the six-month Graphics Design and Architectural Engineering Design courses. NIIT from India was late in providing certificates, and SE4 students who graduated in July 2010 only received their NIIT certificates in December 2010. Many SE4 students decided to delay job searching until receiving their NIIT certificates, others will start looking for jobs after Tet.

SO2: Children with disabilities benefit from increased involvement of parents in providing community-based support

Following the Memorandum of Understanding signed between CRS and project district partners in Quang Nam to establishment new parent associations, project **opening workshops** were organized in Thang Binh and Que Son districts to introduce to structure of the project, activity implementation planning and also to announce the establishment of PA in each project commune. The workshop was organized in Thang Binh on November 16 with the participation of 42 people including 20 member of district Project Management Board (PMB) and 22 parents of CWD from 8 project communes. Que Son district Project

Management Board organized the introduction workshop on November 23 with 51 participants representing 6 communal PAs and members of PMB. In Ninh Binh similar workshops were held district and provincial levels. A total of 174 people attended these workshops, including parents of CWD, teachers and government officials. At the workshops, deputy chairmen of the People Committees of Thang Binh and Que Son districts, who were also the district Project Managers welcomed CRS's project and stressed the important roles played by this project to CWD and their parents in these two districts.

The first quarter of FY 2011 saw the **establishment and development of 26 new PAs** in Quang Nam and Ninh Binh provinces, including 2 new PAs in Hiep Duc in communes with large number ethnic minorities, 6 PAs in the new project district of Que Son, 8 PAs in Thang Binh; and 10 new PAs in Ninh Binh province, with 5 PAs in Gia Vien and another 5 PAs in Yen Mo district. Each new PA established a Representative Board of Parent Association (RBPA) in charge of planning, implementation and management. Communal RBPA comprised 16 members in average including around 60% to 80% of parents of CWD. 20% to 40% members of the RBPA were from the relevant local authorities and civil societies including Health Office, Women Union, Youth Union, and from communal schools. Around 51% of the RBPA were female. Each of the 10 existing RBPAs in Hiep Duc district also organized the workshops to introduce the new extension phase of the project with the participation of 374 PA members.

Communal health, education and population officers carried out a survey to identify children with suspected disabilities for the screening and needs assessment of CWD carried out later by the doctors and experts. By applying the survey form developed by CRS, a total of **1505 children were identified with possible disabilities**. Local officers in Thang Binh identified 485 children with disabilities. 266 children were identified with disabilities in Que Son. Hiep Duc also identified 226 more children in the 10 existing project communes having disabilities. Phuoc Gia and Phuoc Tra of Hiep Duc, the two new communes identified 87 children with disabilities. In Ninh Binh, 262 children were identified in Yen Mo and 179 identified in Gia Vien with possible disabilities.



A doctor testing a child's hearing during screening and needs assessment



A special education specialist testing a child's cognitive skills during screening and needs assessment

To identify the actual number of CWD and assess their medical, social and educational needs based on the mapping and survey results of the communal officers, the screening and needs assessment of CWD were carried out by two teams of doctors and nurses with specializations in eyes and vision, Otolaryngology, physical rehabilitation and mental health. Each team also

included 2 special education experts from national and provincial institutes. A total of **1416 children attended the screenings** and were assessed by medical and special education specialists. There were **1138 children newly identified with different kinds of disabilities**. 41% of the children identified were girls aged 1 to 18 years. The largest number of CWD was children with intellectually disabilities, with another significant group of CWD with hearing and language disabilities. The result of CWD screening and assessment acted as the foundation for further direct or indirect interventions to CWD.

CRS organized **awareness raising trainings and trainings on rehabilitation techniques** for physical disabilities and hearing and language disabilities. A total of **506 parents and other RBPA members participated in these trainings** in Quang Nam and Ninh Binh provinces. During the trainings, the participants learned about laws and policies relating to the rights of CWD and PWD, early identification techniques and home-based rehabilitation techniques. Mr. Trinh Xuan Vinh, a person with physical disabilities and a parent of a child with multiple disabilities (cerebral palsy and intellectual disability) were invited to join the training workshops on awareness raising on disability issues for parents of CWD in Que Son and Thang Binh districts. As a person experienced the similar situation with other parents of CWD, and as a member of Quang Nam DPO and Hoi An DPO and Hoi An Club of Parents with CWD, Mr. Vinh brought to the training workshops message of positive behavior change in the society towards people and children with disabilities, the government and provincial policies relating to PWD and the knowledge and skills of how to take care of a child with disabilities, how to mobilize the other parents of CWD for the regular and effective operation of parent associations. His sharing at the awareness raising workshop received the attention and positive feedback of parents of CWD, opening further cooperation and partnership between Hoi An Club of Parents of CWD and Thang Binh and Que Son PAs in the future.

In Quang Nam 11 out of 14 PAs (6 in Que Son and 5 in Thang Binh) organized **awareness raising events** on the occasion of the International Day of People with Disabilities on December 3, 2010. This event received the participation of 270 CWD and 352 parents in their communes, who were very excited for it is their first time attending such an event. 240 parents and local authority members also attended this December 3 event in Hiep Duc district, where an exhibition of home-made rehabilitation devices was organized by 90 parents of CWD themselves.

Ninh Binh PAs organized district level awareness-raising events that attracted 636 participants. Gia Vien PAs organized a camp day with CWD and friends, attended by 99 CWD, 60 non-disabled friends, 67 parents or caregivers and 48 teachers and local leaders. Yen Mo PAs organized awareness raising activities that included singing performances and children's poster contests, involving 105 CWD, 84 non-disabled friends of CWD, 105 parents or caregivers and 68 teachers and local leaders.



Children perform traditional dance during awareness raising event in Ninh Binh

Section 4 – Indicator Results and Targets

According to guidance from USAID, this table includes only **new** beneficiaries in FY 2011. Continuing beneficiaries, such as ITTP students who began their courses in FY 2010 or children with disabilities enrolled due to the CRS project at preschool, primary and secondary levels in Ninh Binh and Quang Nam, are not included here.

Standard Indicators	<i>FY 11 Q1</i>	<i>FY 11 Target</i>
1. Number of people benefiting from USG-supported social services	1349	1620
# of students with disabilities enrolled in long term ITTP training in Hanoi	5 ¹	50
# of students with disabilities enrolled in long term ITTP training in HCMC	12 ²	100
# of students with disabilities enrolled in short term ITTP training in Hanoi and HCMC	49 ³	150
# of students enrolled in inclusive IT classes	3 ⁴	20
# of CWD receive quality community support	1138 ⁵	1300
¹ During Q4 of FY2010, 48 students were enrolled. An additional 5 students joined the on-going classes during Q1/FY2011, bring the total to 53. ² During Q4 of FY2010, 77 students were enrolled. An additional 12 students joined the on-going classes during Q1/FY2011, bring the total to 88. ³ During Q4 of FY2010, 10 students were enrolled. An additional 49 students joined the on-going classes during Q1/FY2011, bring the total to 59 ⁴ Van Lang University has admitted 3 PWD into their regular program. ⁵ A total of 1505 children were identified by the communities with possible disabilities to be invited attend screening by professionals, 1416 children were brought to the screening by their parents and caregivers, 1138 children were identified as having at least one form of disability. Others were diagnosed with myopia and other medical conditions that do not qualify to be classified as disabilities. CRS does not expect major changes to this figure in the future.		
	<i>FY 11 Q1</i>	<i>FY 11 Target</i>
2. Number of service providers trained who serve vulnerable persons	1030	2600
# of PA members trained in awareness raising and rehabilitation techniques	506	390
# of parents and caretakers participating in PA activities	524	2210
	<i>FY 11 Q1</i>	<i>FY 11 Target</i>
3. Number of USG-assisted organizations and service delivery systems strengthened who serve vulnerable populations	26	36
# of new businesses involved in job placement of ITTP graduates in Hanoi and HCMC	0	10
# of new Parent Associations established	26	26

Section 5 – Reporting on People with Disabilities

- 1. Please describe ways in which your organization has removed barriers to the participation of PWDs in your work. Barriers may include communications, physical accessibility, employment, civil society/governance, training, etc.*

CRS advocated with ITTP partners HCIT and VLU to recruit persons with visual impairment for short term training courses as well as to increase participation of persons with hearing impairment (which was not in the original ITTP plan). CRS will continue to provide opportunities for person with hearing impairment to access IT training in order to support them with more opportunities for social interaction and job findings. CRS has worked with ITTP partners to ensure more ITTP students have accessed to international accreditation system such as ICDL and Fundamental Engineering (FE) to support their marketability following graduation.

ITTP graduates have changed mindset of managers who hire them. Managers are not hiring ITTP graduates out of charity, but because ITTP graduates have proved to be capable and reliable. Those managers that have experienced hiring ITTP graduates are open to hiring other PWDs because they recognize that PWD can be productive member of their staff and can also inspire their non-disabled employees to work harder.

Through screening and needs assessments of CWD and various trainings of rehabilitation techniques, parents of CWD received advise from medical experts and are empowered to perform home-based rehabilitation for certain types of disabilities, and enable their children to recover some level of functioning that will facilitate their educational and social inclusion.

Some parents have made home-made assistive devices in the past, and they shared their know-how with other parents of CWD in the Disability Day event organized by PAs in Hiep Duc district.

- 2. Please describe how PWDs have been included in the planning, implementation, and evaluation of USAID-supported programs.*

CRS currently employs three PWD out of a total of 30 staff and long-term consultants (10%).

Mr. Trinh Xuan Vinh, a person with physical disabilities and a parent of a child with multiple disabilities (cerebral palsy and intellectual disability) were invited to join the training workshops on awareness raising on disability issues for parents of CWD in Que Son and Thang Binh districts. As a person experienced the similar situation with other parents of CWD, and as a member of Quang Nam DPO and Hoi An DPO and Hoi An Club of Parents with CWD, Mr. Vinh brought to the training workshops message of positive behavior change in the society towards people and children with disabilities, the government and provincial policies relating to PWD and the knowledge and skills of how to take care of a child with disabilities, how to mobilize the other parents of CWD for the regular and effective operation of parent associations. His sharing at the awareness raising workshop received the attention and positive feedback of parents of CWD, opening further cooperation and partnership between Hoi An Club of Parents of CWD and Thang Binh and Que Son PAs in the future.

3. *How your organization engages in activities that include the goal of increasing the capacity of disabled people's organizations or parent organizations to provide assistance to, and advocate successfully for, the rights of PWDs? Please provide specific examples.*

CRS has facilitated the formation of Parent Associations (PAs) of CWDs to enhance participation of parents into inclusive education since 2007. 26 associations were set up in Ninh Binh and Quang Nam provinces during this reporting period and PA members received in training in the legal rights children with disabilities. CRS has supported PAs in organizing a number of awareness raising events, in doing so, PAs have gained experience in organizing events, and advocating for positive change of attitude among community members and local leaders.